

Easterling, Deborah

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From: Easterling, Deborah
Sent: Monday, June 13, 2011 1:49 PM
To: 'Patti Smith'
Subject: RE: Docket No. 2011-47-WS - Carolina Water rate increase

Dear Mr. & Ms. Smith,

This is to acknowledge receipt of your email to the Public Service Commission. I am forwarding your email to our Clerk's Office for processing. Your email will become a part of Docket No. 2011-47-WS and will be posted on our website under this docket.

Please let me know if you should require any additional information.

Sincerely,

Deborah Easterling
Administrative Assistant

From: Patti Smith [mailto:supertc05@hotmail.com]
Sent: Monday, June 13, 2011 11:17 AM
To: Contact
Subject: Docket No. 2011-47-WS - Carolina Water rate increase

To whom it may concern:

We would like to voice our strong disagreement to any increase by Carolina Water Service (Utilities Inc). We built our home in the Forty Love Neighborhood 1.5 years ago, and while our issues of discolored water may not be as bad as some of our neighbors, we have had to go through the numerous water main flushings. Our water continually has the similar chlorine odor and is poor tasting. We have to resort to bottled water and in fact are having to look into a water purification system for our home because of this, which would cost us several thousand dollars. This is extremely unfair when we already pay a considerable amount for our water especially when it doesn't seem possible that this is suitable for drinking and cooking. While other utility companies are looking for a range between 2.5% to 7.5% for rate increases, Carolina Water Service wants 80%? It is incomprehensible how any company can ask or demand this type of increase of their customers when they do not provide adequate water to us. There are only two of us that reside in our home, we use energy efficient appliances and even have irrigation sprinklers that use less water; and we feel that our billing is already too high. We have also experienced on numerous occasions very low water pressure at different times through the day.

Any increase by Carolina Water Service (Utilities Inc) should not be passed; and yet at the same time the quality of water and service should be immediately improved.

Sincerely,
Scott and Patti Smith
213 Racket Rd
Chapin, SC 29036

RECEIVED
PSC SC
MAIL / DMS